


U.S. Provisional Patent Application No. 60/475,546, entitled "Self-Service Customer Management Application", filed June 3, 2003 and U.S. Provisional Patent Application No. 60/485,876, entitled "Self-Management Customer License Management Application", filed July 9, 2003.

Respectfully submitted,

Date: _____

12/12/03

By: _____


Joseph P. O'Malley
Reg. No. 36,226

FLIESLER DUBB MEYER & LOVEJOY LLP
Four Embarcadero Center, Suite 400
San Francisco, California 94111-4156
Telephone (415)362-3800